95TH MEDICAL GROUP PERFORMANCE STANDARDS

FY 2003

The Standards

ATTITUDE

CUSTOMER WAITING

APPEARANCE

COMMUNICATION

PHONE

COMMITMENT TO CO-WORKERS

PRIVACY

SAFETY AWARENESS

SENSE OF OWNERSHIP

Attitude

- Promptly welcome customers in a friendly manner, with a warm smile. Introduce yourself. Don’t let anyone feel ignored.
- Treat everyone as if they are the most important person in the MTF.
- Rudeness is never accepted.
- Meet the customer’s need or gladly take him/her to someone who will.
- Apologize for problems and inconveniences.
- Thank customers for using our services.
- Recognize that customers have a sense of urgency and show them we value their time….they are not an interruption of our work, they are the reason we are here.

APPEARANCE

PERSONAL APPEARANCE

- Dress will always be professional, tasteful, tidy and discreet.
- Identification badges will be worn while on duty inside the MTF.
- Good personal hygiene and following AF standards are expected.

FACILITY AND ENVIRONMENTAL APPEARANCE

- When we see litter, we will pick it up and dispose of it properly.
- When we spot spills, we will see to it they are cleaned up, and insure we prevent a slip or fall until it is cleaned up.
- Equipment will be returned to its proper place.

COMMUNICATION

- Good manners are always in style; “please”, “thank you”, “sir” and “ma’am” should be used in all conversations.
- Listen to what your customer says and their concerns in a caring way…avoid interrupting unnecessarily.
- Observe visitors; if someone appears to need directions, offer to help. Take them to their destination or find someone who can.
- Collaborate with each patient’s physician to help reinforce information that the physician provided.
- Use easily understood and appropriate language when giving patients information about their health. Avoid technical, medical, AF jargon.
- Reinforce verbal instructions with teaching sheets or other written instructions whenever possible.

COMMUNICATION

- Customers with special needs (translators, hearing, visual, mobility impairments) will have those needs addressed but the appropriate resources.
- Information about patients is strictly confidential. Staff is responsible to ensure that this is NEVER compromised.
- Information about patients and their care must never be discussed in public areas. Likewise, clinic business should not be discussed in public areas.
- All staff will provide appropriate information to their supervisors to ensure proper decisions are made based on the mission, vision and values of the 95th Medical Group.

PHONES

- All staff is responsible for answering the phones. Even if passing a phone in another area of the clinic and a phone is ringing, answer it. Take care of the caller or find someone who can.
- Calls must be answered within 4 rings.
- Phones will be answered with the following: “This is the 95th Medical Group”, (identify unit) “this is Physical Therapy, Capt Dauber” (yourself) “How may I help you today?”
- Answer all call by identifying your unit and yourself, asking “How may I help you?” Speak clearly.

PHONES

- Get the caller's permission before putting him/her on hold. Thank the caller for holding when you return to the line.
- Callers on hold will be acknowledged periodically, given the status of their call, and asked if they'd like to continue to hold.
- Phones will be placed on voicemail only when necessary. Recorded voice mails will be kept short and to the point. Return all calls promptly.
- All staff must know how to operate the telephones in their duty area. When transferring a call, first provide the caller with the correct number in case the call is lost.

COMMITMENT TO CO-WORKERS

- Reject rudeness at all times; we will treat everyone with courtesy and respect.
- Treat co-workers as professionals. We each other's expertise.
- Show consideration. Be sensitive to fellow staff inconveniences. Avoid 11th hour requests and consider another's priorities in addition to your own.
- Demonstrate tolerance of other staff. Conflicts do happen among team mates, but professionals resolve their issues.
- Support fellow staff. Offer help when possible and cooperate together.

COMMITMENT TO CO-WORKERS

- Be loyal to co-workers and the 95th MDG.
- Respect the privacy of co-workers. Be discreet about what you say and do to not undermine another's work.
- Welcome new staff. We will offer help and set role model our group standards.
- Honesty is the only policy.
- Never chastise or embarrass fellow staff in the presence of others.
- Address problems by going to the appropriate supervisor.

CUSTOMER WAITING

- Educate patients about the care process. Provide a comfortable atmosphere for waiting customers.
- If there must be a wait, the acceptable time for a scheduled appointment is **10 minutes**. Apologize if there is a delay and if appropriate, offer a new appointment if the patient prefers.
- If there must be a wait, the acceptable waiting time for a non-scheduled visit is **one hour**.
- Patients' families are important. Update them periodically while a patient is receiving care.
- Always thank customers for waiting and apologize for delays.

PRIVACY

- Interview patients in private; close doors or curtains, if available or keep a reasonable distance between customers.
- Communicate with patients' families and others in a private manner.
- Respect co-workers privacy by eliminating gossip. Our customers also hear this unprofessional talk.
- Telephone conversations should always be conducted discreetly.
- Patient records **must** be kept confidential.
- Always knock before entering.
- Provide proper size gowns for patients during procedures.

SAFETY AWARENESS

- Report all accident and incidents promptly and completely.
- If you see a safety hazard, correct it if possible; report it if not.
- Do NOT take unnecessary chances.
- Know the policies and procedures, relating to safety issues.
- Protect your back when lifting, pushing, pulling or carrying. Get help when needed.

SAFETY AWARENESS

- Be aware of potential chemical hazards; it is our right to know.
- Respect all machinery. Be sure it's in good working order and use it properly.
- Use protective clothing and equipment as needed.
- Prevent slips, trips, and falls.
- Be prepared for emergencies and know the correct and prompt actions to take.
- If in doubt, ASK!

SENSE OF OWNERSHIP

- Know and understand the responsibilities of your job. Take charge and accept these responsibilities.
- Adhere to policies regarding duty hours, tardiness, breaks, etc.
- Keep your work environment clean and safe.
- Strive to do the job right the first time. Focus on the customer's needs.
- Look beyond your assigned tasks. Your responsibility does not end where your co-workers responsibilities begin. In most situations, responsibilities merge and blend. When is this appropriate for you to perform a service…do so.

SENSE OF OWNERSHIP

- Pay attention to details.
- Do not say, “It’s not my job.” If you are unable to meet a request, be responsible to find someone who can.
- Perform your work in a timely manner. Meet customer’s need as soon as possible.
- Complete tasks. If interrupted, return to the job as soon as possible. If you can’t finish a task, find someone who can.
- Conduct yourself as a professional, on and off duty.
- Live the values of the 95th Medical Group and the USAF.

Employee Contract

A set of performance standards was developed by the staff of the 95th Medical Group to establish specific behaviors that all employees are expected to practice while on duty.

By incorporating these standards as a measure of overall work performance, the 95th Medical Group makes it clear that all staff are expected to adhere to and practice the standards of performance outline in the Performance Standards handbook.

I have read and understand these performance standards and I agree to comply with and practice the standards as outlined in the book.

_____ Date_____
Signature of Applicant

_____ Date_____
Signature of Supervisor

“It’s a funny thing about life;
If you refuse to accept anything but the best,
you very often get it.”

Sumerset Maugham